

TRANSEND

August 2006

A magazine for employees, retirees and stakeholders of the Arizona Department of Transportation

INSIDE

TI dedicated
Bethany/Loop 101 opens **6**

Book review
Street Smart **7**

SR 260 project
Under the Mogollon Rim **8**

Motor Vehicle Division
3 awards for MVD **11**

Transportation Planning Div.
Staffing changes **12**



Restoring a bit of Arizona history

Chevelon
a bridge to the past



**Cover story
on page 3**



Victor Mendez
Director

Educating employees at AzGU **In knowledge there is strength**

The strength of this agency lies in the skills, knowledge, abilities and commitment of its employees. As Director of the Arizona Department of Transportation, I am committed, along with the rest of the leadership team, to providing training opportunities to all employees.

ADOT has a rich tradition of providing employees with training and career development opportunities, including a tuition reimbursement program. That tradition continues and has been enhanced with the establishment of the Arizona Government University (AzGU). Now, ADOT employees can attend high-quality AzGU training courses along with employees from other agencies.

Many classes such as Ethical Issues in the Public Sector, Preventing Sexual Harassment, and Fire Prevention and Safety are mandatory. But many other courses are offered such as Grammar Basics, Communication Through Writing,

Communication Skills, Providing Quality Customer Service, Time Management and Stress Management.

In addition, AzGU offers a complete menu of leadership courses that are required of all ADOT supervisors and managers.

I encourage each of you to discuss your training needs with your supervisor and develop an appropriate training plan that will improve your skills, knowledge and abilities.

While most AzGU courses are offered in the classroom, you will find that some courses – such as Ethical Issues in the Public Sector – are available online.

This leadership has always recognized the importance of providing relevant educational opportunities. We believe AzGU provides many fine opportunities for ADOT employees to strengthen their professional competencies. Again, I urge you to take advantage of these opportunities.

Director



TRANSEND is published monthly by the Creative Services Group of the Communication and Community Partnerships Division for the employees and retirees of the Arizona Department of Transportation.

Victor M. Mendez
ADOT Director

Shannon Wilhelmsen
CCP Director

Dan Dudzik
Creative Services Director

Ronald Loar
Editor

Editorial Board

Matt Burdick
Communication and Community Partnerships

Matt Carpenter
Public Transportation Division

Diane E. D'Angelo
Intermodal Transportation Division

Cydney DeModica
Motor Vehicle Division

Kim Stevens
Aeronautics Division

Lynn Sugiyama
Transportation Planning Division

Rob Waddell
Transportation Services Group

James Cullison
Dave McDarby
PK McMahon
John Walradt

Address comments, suggestions, articles and photo submissions to **TRANSEND** Editors
206 S. 17th Ave., Phoenix, AZ 85007 or e-mail
Transendeditors@azdot.gov



By Ron Loar
Editor

A narrow, two-lane, steel-truss bridge of a bygone era stands in solitude against a backdrop of rust-red outcroppings in southern Navajo County. The 106-foot-long bridge spans Chevelon Canyon, about midway between Winslow and Holbrook along seldom-used Territorial Road, off State Route 99. Nearly a hundred feet below the bridge deck, Chevelon Creek meanders between rugged, steep rock walls, while eagles and osprey nest in the craggy pinnacles in the distance.

Chevelon Creek Bridge is a bit out of the way on a road that seems to go nowhere today. There are few signs of human existence, save for an occasional pickup truck that rumbles over the ancient span. A graffiti-covered relic that is a testament to the ruggedness that once was the Old West, the bridge is an icon of history that refuses to die.

Few motorists cross the 93-year-old bridge today. Instead, traffic whizzes along the modern concrete ribbons of Interstate 40, barely 5 miles to the north. Once an important crossing on the Santa Fe Trail, Chevelon Creek Bridge carried mainline traffic and formed an integral part of one of America's primary transcontinental routes. When the route was realigned north of the Little Colorado sometime before 1924, the bridge and adjacent highway were relegated to county road status. Only a few ranchers and a lone coyote cross this way anymore.

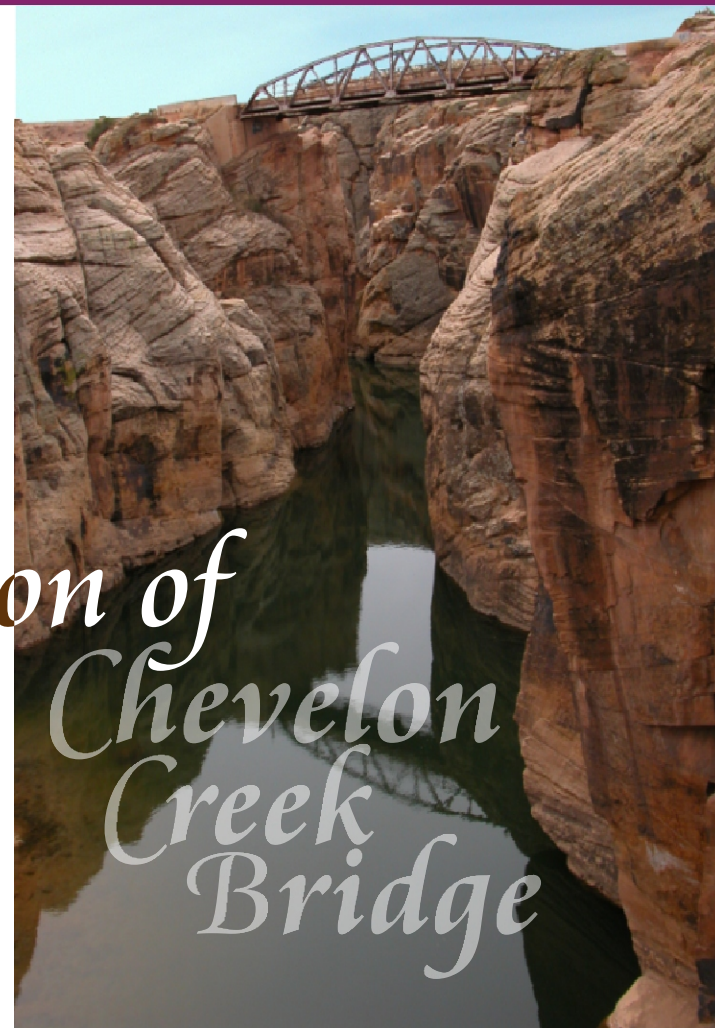
Now, thanks to the Arizona Department of Transportation, this bit of history is being preserved.

The restoration of Chevelon Creek Bridge

Under the watchful eye of Ed Green, project manager with ADOT's Environmental Planning Group, the old bridge is about to undergo a major refurbishing this summer. "Because it is listed on the National Register of Historic Places, we are obligated to preserve it," says Green. "We can't tear it down or replace it, and it needs to be refurbished for safety reasons."

Green, a long-time employee with ADOT, describes the rehabilitation project this way: "Essentially we will use a crane to remove the steel superstructure from its foundation and set it off to the side where it will be enclosed in a huge tent-like structure to prevent lead-based paint debris from polluting the environment.

(Continued on Page 4)



Nearly a century ago, Chevelon Creek Bridge in remote Coconino County was part of the major route between Winslow and Holbrook. Now, with Interstate-40 only a few miles away, this bridge is used mostly by local ranchers.

Photo by Ron Loar

Chevelon Creek Bridge

(Continued from Page 3)

Once the superstructure is stripped of its old paint, it will be given a coat of metal primer, painted and then coated with an anti-graffiti finish that will make for easy cleaning.” He said that stripping and repainting the bridge in place was not an option because of the likelihood of loose chips of lead-based paint falling into the canyon and creek below. “Working with the structure off to the side will provide a safer work environment for the crew and afford easier accessibility to the underside of the structure,” he points out.

When the renovation is completed, giant cranes will then lift the bridge back to its original foundation where a new concrete deck and modern abutments will be installed.

In keeping with ADOT’s commitment to public involvement, Holbrook District officials are interfacing with ranchers and local businesses to keep them informed of the processes and potential closure of the road during renovation.


An abatement contractor for the project will be responsible for removing the lead-based paint in preparation for refinishing with environment-friendly paint.

An environmental management firm will provide project oversight for the remediation work to ensure compliance with environmental mandates.

Bids for the prime contractor on the project have not yet been awarded, according to Green.

Completed in 1913 under the direction of Arizona’s first state engineer, Lamar Cobb, Chevelon Creek Bridge was the brainchild of

Lamar’s predecessor, Territorial Engineer J.B. Garland, who pioneered road development in the Arizona Territory as early as 1909.

The first State Legislature appropriated \$5,500 for the span. Erected by the Missouri Valley Bridge and Iron Works, the Chevelon Creek Bridge was completed at a cost of \$4,985 – \$515 less than the amount allocated for its construction – and considerably less than the anticipated cost of refurbishing it today. 



STATS

Safety Talk and Tidbits

Out of tragedy comes a lesson

By Sonya Herrera

Safety and Health Administrator

The recent death of ADOT employee Nicolas Leonet as the result of a job-related traffic accident on State Route 64 gives us reason to reflect on job safety issues and to focus on being prepared in the event of emergencies.

In every tragedy, we must look for opportunities to learn from the experience. The Northern Region Signing and Striping crew, Flagstaff District and the State Engineer's Office did an exemplary job handling this tragedy. They were incredibly supportive to the Leonet family and to each other. I want to share with you some of their actions so that you can apply these in your work areas.

It is important that your emergency contact list be reviewed annually and that you update it immediately if your personal situation changes (i.e. your address, marital status, etc). This information is crucial in case of emergency; it allows us to contact your next of kin quickly. In medical emergencies, minutes count.

To provide updated contact information, download the *Emergency Contact Form* from the Web at adotnet/forms/hr/EmergContact.pdf and submit the completed form to the your supervisor or the Human Resources office. The more current and complete the information is

that we have on file, the better we can expedite emergency proceedings when necessary.

The district office used the Employee Assistance Program (EAP) to make counselors available to provide support to Mr. Leonet's co-workers during the afternoon.

Often ADOT employees find themselves in difficult situations providing traffic control out on our roadways. In talking with employees around the state, accidents involving children seem to be the most difficult to cope with. Of course, nothing prepares you to deal with the death of a co-worker on the job either. When you think about it, we often spend more time with our ADOT family than with our immediate family. It is natural for us to grieve. I encourage you to keep your mental health as well as personal safety in mind as you and your employees go about performing your job duties. Support is available to any of our employees when they need it.

Nicolas loved his family, his job and his co-workers. He was a caring, hardworking employee and a devoted father to his daughter, who had just graduated from Flagstaff High School. Co-workers say that Nick, a 14-year employee, always got to work an hour early in order to have coffee ready for the crew. He also enjoyed cooking and often shared his home-cooked meals with co-workers. In fact, the day he died he had made rice pudding for the entire crew.

At the time of this writing, we are awaiting the reports from DPS and the coroner's office to help us determine the causal factors in this tragic incident.

I was incredibly proud to be an ADOT employee as I rode in the procession of ADOT vehicles to the cemetery and as the radio last call was broadcast in honor of Nicolas. It is comforting to know that, when needed, we can count on our ADOT family to be there.


Stay safe.

Safety calendar art contest open to children of ADOT employees

Calling All ADOT kids! Get your crayons, paint and pencils ready to create an entry for the 2007 ADOT Safety Calendar contest.

The contest is open to pre-kindergarten through sixth-grade children who are related to ADOT employees. To download the entry form and guidelines, click on the Kidz Zone link on the Safety and Health Web site at <http://adotnet/divisions/ts/safety/index.asp>

"The ADOT Safety Calendar has been a huge success every year," says Sonya Herrera, manager of Safety and Health. "It features the artwork of employees' children and demonstrates the best safety practices that ADOT supports in the community. The calendar can also serve as ADOT's business calendar because it includes major events, holidays and pay periods."

Deadline for submissions is August 18, 2006. Winners will be announced October 3, 2006, and the 2007 calendar will be available for purchase Nov. 17 at Engineering Records. 

Loop 101 Interchange in Glendale dedicated

By Matt Burdick

Community Relations Director

Traffic ramps and an overpass on Loop 101 will provide improved access to the Glendale multipurpose sports and entertainment complex. Dedicated August 3, the project encompasses a traffic interchange at Bethany Home Road and an overpass across Maryland Avenue.

ADOT Director Victor Mendez joined Glendale Mayor Elaine Scruggs to mark the opening of the south half of the interchange at Bethany Home Road, as well as the Maryland Avenue overpass of the Loop 101/Agua Fria Freeway. The ramps and the overpass will provide improved access to the Glendale multipurpose complex, which will host the Arizona Cardinals,

Fiesta Bowl and Phoenix Coyotes. The Cardinal's first pre-season game is slated for August 12 against Pittsburgh.


"I want to express my sincere thanks to all of the ADOT staff members who have worked on both projects," said Mendez during the ribbon-cutting ceremony. "We made a commitment to Glendale to complete the southern half of the interchange within an accelerated timeframe, and we delivered on our promise."

ADOT worked with the City of Glendale to complete both projects prior to the start of the Arizona Cardinals' first season in the multipurpose stadium. ADOT and the City of Glendale have an intergovernmental agreement in place for ADOT to administer the Bethany Home Road and Maryland Avenue projects.

The City of Glendale advanced the money to complete the design for the south half of the interchange in 2005. This advancement allowed the construction of the south half of the interchange to begin last summer and open in early August 2006.

The Maryland Avenue overpass was funded by the City of Glendale. Work began on the overpass in September 2005, and it is scheduled for completion in August 2006.

"The completion of these projects will provide additional access to Glendale's sports and entertainment district," said Glendale City Manager Ed Beasley. "These new roads will also serve local commuters who will be traveling to and from the stadium and arena area, which will help alleviate some of the freeway traffic."

The contract for construction of the north half of the interchange was awarded by the State Transportation Board during their July 21 meeting. That project will begin in September and it is scheduled to open by fall 2007. 



With the Glendale multipurpose sports and entertainment complex in the background, dignitaries marked the opening of the Loop 101 traffic interchange at Bethany Home Road. Cutting the ceremonial ribbon were David Goulet, Manny Lawson and Joyce Clark, Glendale councilmembers; Glendale Mayor Elaine Scruggs; ADOT Director Victor Mendez; Steve Frate, Glendale councilmember; and Larry Landry, Arizona Sports and Tourism Authority.

Photo by Dave McDarby

Book review

'Street Smart' explores privatization of transportation services; ADOT employee and former director are published in book

By Ron Loar
Editor

Don't let its title fool you. *Street Smart* is not about being street savvy or how to protect yourself in the urban jungle.

Subtitled *Competition, Entrepreneurship, and the Future of Roads*, the book examines private, market-based alternatives for transportation services. Edited by Gabriel Roth, a research fellow with the Independent Institute, *Street Smart* is a hefty tome that might just put the average reader to sleep. But, for highway engineers and transportation officials, there's plenty in its 576 pages to salivate over. The book may even provoke deep thought.


Two of the book's chapters were penned by John Semmens of the ADOT Transportation Research Center in Phoenix. Semmens, a research analyst for ADOT, has long been a champion of privatization of transportation services. He penned Chapter 2, *De-Socializing the Roads*, and Chapter 5, *Improving Road Safety by Privatizing Vehicle and Driver Testing and Licensing*.

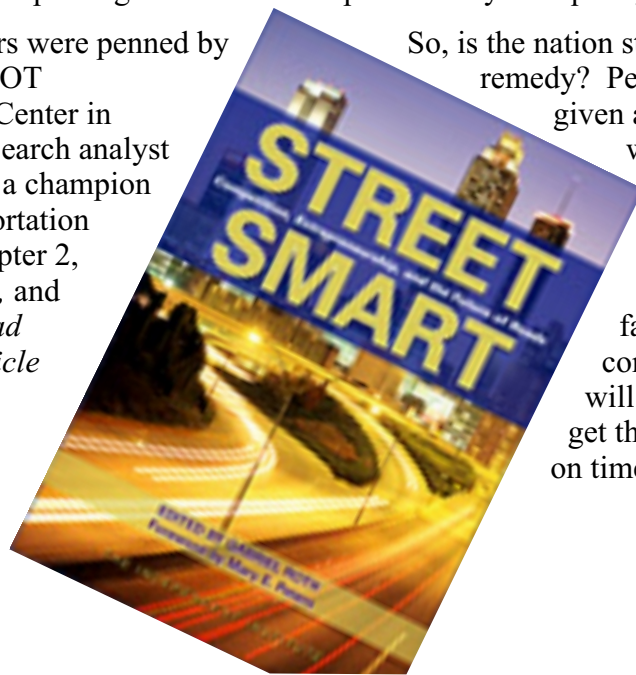
Also contributing to the book was Mary Peters, who wrote the foreword. Peters, who served as ADOT director from 1998 to 2001 before moving on to head up the Federal Highway Administration from 2001 to 2005, has this to say about privatization of transportation services: "When roadways allow people and products to move safely and efficiently, goods cost less and choices are more broadly available to consumers. People can make decisions about where to live, work, and send their children to school based on the quality of their lives, not the length of their commute. . . One business at a time, one commuter at a time, congestion is robbing our nation, indeed the world, of productivity and quality of life."

So, is the nation stuck in traffic without remedy? Peters thinks not. 'When given a choice, consumers are willing to pay for quality, convenience and reliability,' she writes. 'When given the option, consumers will pay for faster travel on less congested roadways that will reliably and predictably get them to their destination on time.'

Drawing a parallel to such services as electricity, telecommunications and water supply, Peters writes that these services 'are provided by market forces in response to demand from consumers [who] expect to get what they pay for. . . Those same free market systems can be applied to roadways as well. The time has come to unleash the power of the private sector to deliver the innovation, cost savings, quality and choice it has delivered in telecommunications and other industries.'

Street Smart explores at least four such possible directions for private services, including testing and licensing vehicles and drivers; management of government-owned road facilities; franchising; and private ownership. The book traces the history of private roads in Great Britain and the United States and examines contemporary examples of entrepreneurial innovation in road pricing, privatization and marketing.

Published by Transaction Publishers, New Brunswick, Connecticut and London, England, *Street Smart* is marketed by The Independent Institute of Oakland, California. The book is available on Independent Institute's Web site: www.independent.org. 



State Route 260 project near Payson dedicated

Under the Mogollon Rim

By PK McMahon
Associate Editor

Vacation trips to Arizona's high country have become easier with the completion of a \$31 million project to improve State Route 260 north of Payson. Motorists who remember traffic delays on the old two-lane highway that snaked through the settlement at Christopher Creek can now bypass it via a new 3-mile stretch of divided highway.

Residents and visitors can still access the community by taking the Christopher Creek exit on SR 260, and many find the lack of traffic makes the hamlet more appealing than ever.

Addressing a crowd of some 75 people at a dedication ceremony on July 13, ADOT Director Victor Mendez noted that the massive

project "...includes five new bridges: one at Thompson Draw, two at Tonto Creek and two wildlife bridges. . . . We have partnered closely with the U.S. Forest Service and Arizona Game and Fish Department to minimize the environmental impact of the project. This road is not only as safe as modern design and technology can make it, it is in harmony with

nature, both aesthetically and in the measures that have been taken to protect wildlife."

Besides creating passageways where animals can safely cross the highway, ADOT has erected fencing to keep elk and deer off the stretches of highway where cars have collided with the large animals in the past. **TS**

Arizona Department of Transportation Director Victor Mendez (third from left) was assisted in the ribbon-cutting by DPS Sgt. John Whetton, Gila County Supervisor Tommie Martin, Arizona Game and Fish Deputy Director Steve Farrell, Prescott District Engineer Dallas Hammit, and Tonto National Forest Supervisor Gene Blankenbaker.



Milestones in Service

The following employees attained milestones for their length of service with ADOT:

30 years

Gloria K. Alday, TSG, Procurement

Maria J. Avelar, TPD, TPD Administration

Richard A. Rogers, TSG, Audit and Analysis

Steven A. Jimenez, ITD, Valley Project Mgmt.

25 years

Manuela Campos, TSG, ITG Support Desk

Vicky Jones, TSG, SSDS

20 years

Karen D. Burback, MVD, Payson Dual

John C. Cooper, ITD, Roadway Design

Beverly J. Lemons, ITD, Phoenix Maintenance

Robert L. Middleton, ITD, Holbrook District

Yvonne R. Navarro, ITD, Field Reports

Thomas A. Parlante, ITD, Design Studies

Jeffrey D. Roan, MVD, Topock Port of Entry

ITD employee awards presented by state engineer

Three employees recently accepted awards presented by Sam Elters, state engineer.


Carol Ray, Prescott District, was recognized as Employee of the Year for “exhibiting the highest level of character, creative thinking, exceptional performance and dedication.”

Tammy Flaitz, Environmental and Enhancement Group, was recognized as Manager of the Year “for being a manager who has demonstrated dedication, professionalism and hard work, providing an example of leadership.”

Tom Steinberger of Kingman District Maintenance was presented an award for Supervisor of the Year. The citation described Steinberger as “a supervisor who exhibits the

highest level of character and generosity and who demonstrates exemplary service to others.”

“We are proud of these employees and want everyone to know that they are considered among the best, brightest and most dedicated employees in the Intermodal Transportation Division,” remarked Elters, who said that “their dedication extends beyond their jobs at ADOT to their life outside the office.”

The honored workers were nominated by fellow employees during ITD’s search for outstanding employees. Each received a plaque, a certificate and eight hours’ recognition leave. Their names will be inscribed on a walnut plaque displayed in the State Engineer’s Office. 

Commemorative copper plate makes Interstate journey

MVD Director Stacey Stanton presents ADOT Director Victor Mendez with a historic license plate that commemorates the 50th anniversary of the Interstate Highway System, established under President Dwight D. Eisenhower. On June 20th, Mendez participated in a ceremony to celebrate the event in Cheyenne, Wyoming.



OPEN ENROLLMENT

Your opportunity to
make changes in your
Employee Benefits Package

August 21 – September 8

Change your benefits on line at
www.benefitoptions.az.gov
or contact the Human Resources Office
(602) 712-8188

*Open enrollment is necessary only
if you desire to make changes in
your existing benefits package or
if you have a Flex-Spending Account*

*Enrollment for retirees and long-term
disability members will be held October 2 - 27*

Benefit Options
Choice Value Health

Kathie Knapp lauded for Scenic Byways work



Kathie Knapp (right) coordinator for ADOT's Scenic Byways program was named Tourism Champion of the Year at the Governor's Tourism Conference held in Tucson. Knapp was one of several citizens who received the recognition for noteworthy achievements in tourism enhancements over the past year. Knapp was lauded for obtaining national Scenic Byway designations for four Arizona highways. Governor Janet Napolitano made the presentation. On the left is Margie Emmermann, director of the Arizona Office of Tourism.

Toastmasters Club elects officers


L Lydia Cano of ADOT's Information Technology Group was elected president of the Capitol Toastmasters Club.

Other ADOT employees elected to leadership positions are Leonard Vidra, Contracts and Specifications, vice-president of education; Steve Mishler, Roadway Design Section, vice-president of membership; Mani Kumar, Statewide Project Management, vice-president of public relations; Orlando Jerez, Statewide Planning, treasurer; Annette Riley, Statewide Project Management, secretary; and Noel King, Motor Vehicle Division, sergeant-at-arms.

Arif Kazmi, past president, was recognized for helping the club to attain "Distinguished Club" status by maintaining minimum number of members and encouraging individual members to complete minimum requirements in training and giving speeches.

The Capitol Toastmasters Club meets between 7 and 8 a.m., every Thursday in the Arizona Conference Room, Modular C, at 1739 West Jackson Street.

Toastmasters offers a proven way to improve your communication skills. By participating in a fun and supportive Toastmasters group, you'll become a better speaker and leader and gain confidence in your speaking ability.

For information about membership in the speakers' organization, contact Lydia Cano at 712-7834 or Steve Mishler, 712-8678. 

MVD captures three awards at AAMVA conference

By Jim Cullison
MVD Project Support Manager

Promotional and customer service efforts have earned the Motor Vehicle Division three awards from the American Association of Motor Vehicle Administrators (AAMVA).

The awards, two in the public affairs and community education category and one for customer service, were presented at the association's Region IV conference.


That wasn't the only recognition that came MVD's way at the conference. The Motor Vehicle Division was commended as a leader in e-government services by Stuart McKee, Microsoft's national technology officer and keynote speaker. McKee addressed the general assembly on using technology to better serve customers.

MVD Director Stacey Stanton highlighted many customer service projects underway in a "What's Hot in Arizona" presentation, and Assistant Director Penny Martucci was a member of a panel discussing Web use trends and the importance of the Internet to state government and its citizens.

Two internally produced TV spots, both featuring rock music star and Arizona

resident Alice Cooper, won the public affairs/community education honors. One promoted the division's "Red Means Stop" campaign to prevent red light running. That video also is being used in driving instruction schools and traffic survival classes. The other spot highlights vehicle registration compliance and the ease of renewing registration with ServiceArizona, MVD's online service delivery system.

MVD's expansion of its self-service program was recognized with a customer service excellence award. Over the latter part of last year and early this year, MVD installed 13 more self-service workstations in customer offices to go along with the 15 already in place. These units, located across the state, allow customers to complete a variety of MVD transactions over the Internet instead of waiting to see a customer service representative.

AAMVA Region IV consists of motor vehicle agencies in 13 western states, six Canadian provinces and territories, Guam and American Samoa. The association works with its members to improve motor vehicle administration, safety, identification security and law enforcement. 

Transportation Planning Div. staff changes announced


TPD Director Dale Buskirk announced two changes in leadership in the Transportation Planning Division.

Arnold Burnham has been appointed manager of the Regional and Statewide Planning Section, formerly led by John Pein, who is retiring.

Don Mauller, who for the past nine years worked in Priority Programming (the last year as supervisor), was the successful candidate to fill the vacancy left by Burnham's transfer.

In his new position, Burnham, a 28-year veteran of ADOT, oversees small area transportation studies, corridor profile studies, bicycle planning, tribal coordination and the 20-Year Long Range Plan.

Mauller's new responsibilities include managing the Priority Programming and Air Quality programs. He is also responsible for developing the Five-Year Transportation Facilities Construction Program, and for providing oversight of the State Transportation Improvement Program and Air Quality policy and planning. He has been with ADOT for 22 years.

Offices for Burnham and Mauller are in the TPD facilities on the third floor of the ADOT Administration Building, located at 206 S. 17th Avenue, Phoenix. 



Employees retiring from ADOT recently, as reported by Human Resources include:

Doris B. Acosta, 21 years, Aeronautics Division

Marilyn Coleman, 6 years, TSG

Michael D. Garrett, 30 years, TSG, Information Technology Group

Ronald A. McCally, 32 years, ITD, Valley Project Management

Diane C. Minton, 32 years, ITD, State Engineer's Office

Sally H. Ochs, 30 years, ITD, Engineering Consultants Section

Jerry G. Pfeifer, 34 years, ITD, Transportation Technology Group

Allan F. Samuels, 23 years, ITD, Construction Operations

MSLT meeting discusses HOT Series

The Maintenance Servant Leadership Team (MSLT) recently met in Prescott to discuss implementation of the Highway Operations Technicians (HOT) Series. Raul Amavisca conducted the meeting.

The HOT Series, which defines job and training requirements for the progression of technicians through various levels of competency, has been under development for over a year and is currently being evaluated by the Arizona Department of Administration.

Maintenance superintendents and engineers from ADOT's nine engineering districts, as well as other groups with maintenance responsibilities, comprise the MSLT. The group addresses all aspects of roadway maintenance for ADOT, with particular emphasis on the personal and professional development and success of maintenance employees.

Guests at the meeting included Sam Elters, state engineer; Doug Forstie, deputy state engineer; and Dallas Hammit, Prescott District engineer.



ADOT employees share in Governor's campaign

'Pack to School' campaign collects supplies for needy children




Stacks of backpacks, pencils, notebooks, crayons and binders were donated by ADOT employees to provide back-to-school supplies to thousands of needy Arizona students. The ADOT team that aided in the Governor's 'Pack to School' program are, front row, Lolita Ashley, Vonalue Miller, Sherrie Christensen, John Carlson, Lauren Kielsmeier (from the Governor's office), Cynthia Marin and LaDawn Johnson. In the back row are Gary Gonzales, Stacey Stanton, Charlene Knapp and Roy Pulley.

Thousands of needy Arizona youngsters will be going back to school this fall with new backpacks chock full of pencils, paper, notebooks and other necessities, thanks to hundreds of ADOT employees who donated school supplies to the Governor's 'Pack to School' campaign.

In July, ADOT employees were asked to donate school supplies to Governor Janet Napolitano's Office for Children, Youth and Families.

Because of the generous donations from employees, 7,500 students in 35 Arizona schools will be able to start school on the right foot, according to Sherrie Christensen of the Motor Vehicle Division, who assisted with the collection campaign.

More than \$4,000 worth of school supplies was donated. In addition, the *Arizona Highways* magazine donated 5,000 copies of a children's book, *Harvey Green, the Eating Machine*. Donations are still being received after the deadline.

The Salvation Army and Sleep America co-sponsored the 'Pack to School' campaign. 

Comments and Kudos

Frequently, ADOT receives letters of commendation from citizens who were assisted by ADOT employees, usually in some sort of motoring incident. Here are two such letters.

Alyson Charles, a dental hygienist and mother of three from Bullhead City, writes about two ADOT employees who assisted her while she was stranded on I-40 in the heat of June.

Dear ADOT,

I would like to take this time to express my deepest thanks and appreciation to your employee, Dell Dodge [Seligman Maintenance.] He was courteous, friendly and helpful to me when my car broke down on I-40 East at mile marker 81 on the morning of June 1. He asked me if I was all right and if I had water to drink. He went to get me water because my car was overheating due to an ill-fitting radiator cap. He came back in about 20 minutes and made sure that my car was cooled and the temperature gauge was back to normal. Another ADOT employee, Jerry [Puett of Kingman Equipment Services] drove by and had some coolant and they added some so that I could safely get back home.

I really appreciated the time and help they provided me because I felt safer having someone there until I could get my car off the Interstate. I tried to give them a tip for

helping me and they wouldn't accept it; so I am writing to let you know how kind they treat the people on the roads of Arizona.

Good employees are hard to find and they should be more appreciated. So remember how lucky you are to have gentlemen like these two representing your government agency.

*Sincerely,
Alyson Charles*

Two other ADOT employees came to the aid of a Yuma woman who developed a flat tire while on her way to connect with a flight at Sky Harbor Airport in Phoenix on June 22. Leah Vought, production manager for Sun Graphics Printing Company in Yuma, sent this e-mail:

I'm not sure whom I need to address this e-mail to, but I definitely hope it makes it to the right management staff. On Thursday, June 22nd, my friend and I were on our way to catch a flight in Phoenix. . . we had a front tire flat, and pulled over at mile marker 71 north of Dateland.

Almost immediately, two men in an ADOT truck pulled in behind us and offered their assistance. The gentlemen changed our flat tire and got us on the way in very quick time and we were able to make our flight on time.

Unfortunately, I only got the name of one of the two men – Dave. If there is any way to track down which two men had the duty on the 22nd of June, I would like to extend my thanks to them and their managers. They wholeheartedly deserve a raise, or at least a commendation for their work. It was

extremely hot and they were exceptionally courteous and pleasant.

We are deeply indebted to those two men and I thank God daily for putting folks of their caliber on earth.

*Sincerely,
Leah Vought*

Don Tait of Fredonia Maintenance received this letter of appreciation for the assistance that his maintenance crews lent to the firefighters at a recent brush fire along state routes 89A and 67.

Dear Don,

Thank you for your tireless work throughout the Warm Fire. You gave your support under very trying times. We especially appreciate your personal initiative in providing information and inter-agency coordination. We also relied heavily on and appreciate the assistance of other ADOT personnel. Together they made for timely and safe operations for both public and fire personnel on Highways 89A and 67. Your involvement made our difficult task much easier. We truly enjoyed working with you.

*Sincerely,
Bill Hahnenberg
Incident Commander
Rocky Mountain Fire
Use Management*